

STATE OF MARYLAND
DEPARTMENT OF HEALTH
PRE-PROPOSAL CONFERENCE

REQUEST FOR PROPOSALS FOR
SENIOR PRESCRIPTION DRUG ASSISTANCE PROGRAM (SPDAP)

RFP SOLICITATION NUMBER 20-18357
EMARYLAND MARKETPLACE ADVANTAGE NUMBER BPM016491

MONDAY, OCTOBER 21, 2019
10:00 A.M.

Maryland Department of Health
201 West Preston Street
Room L-3
Baltimore, Maryland 21201

PRESENT FROM MARYLAND DEPARTMENT OF HEALTH:

AFUA TISDALE
Office of Procurement and Support Services

SEAN STAFFORD, Contract Monitor
Director, Senior Prescription Drug Assistance
Program

JANELLE ROBINSON, Director
Minority Business Enterprise Program

DIXIT H. SHAH, Director
Maryland Medicaid Pharmacy Program

PROSPECTIVE BIDDERS PRESENT:

ALYSON BOHENKO, Pool Administrators, Inc.
KIM LONGO, Pool Administrators, Inc.
GREGORY SANDERS, Pool Administrators, Inc.
ERICA LEE, Zane Networks
ASHISH UPADHYAY, Candent Solutions
MOYO FAKEYE, Precision Management Solutions
CHUNLEI DING, Celerens

REPORTED BY: DEBORAH B. GAUTHIER, Notary Public

1 P R O C E E D I N G S

2 MS. TISDALE: Good morning again. We're
3 going to get started. We're here for the pre-proposal
4 for the Senior Prescription Drug Assistance Program.
5 My name is Afua Tisdale. We're going to start -- of
6 the Office of Procurement and Support Services. We're
7 going to start introductions going this way.

8 MR. STAFFORD: My name is Sean Stafford. I'm
9 the Director of the Senior Prescription Drug Assistance
10 Program.

11 MS. ROBINSON: Janelle Robinson, the MBE
12 liaison for the Department.

13 MS. WHEELER: Akia Wheeler, Program
14 Coordinator for the Program.

15 MR. SHAH: Dixit H. Shah, Deputy Director of
16 Medicaid Pharmacy Program.

17 MR. UPADHYAY: Ashish Upadhyay, Candent
18 Solutions.

19 MS. LEE: Erica Lee with Zane Networks.

20 MR. SANDERS: Greg Sanders, CFO, PAI.

21 MS. BOHENKO: Alyson Bohenko, PAI.

1 MS. LONGO: Kim Longo, PAI.

2 MR. FAKEYE: Moyo Fakeye, Director of PMS.

3 MS. DING: Chunlei Ding, Celerens.

4 MS. TISDALE: Okay. I'm here today to help
5 you understand the process for this procurement and
6 further clarification, as needed. After this meeting,
7 I can be reached by e-mail at
8 mdh.solicitationquestions@maryland.gov. This meeting
9 is to review the Request for Proposal for the Senior
10 Prescription Drug Assistance Program. The Department
11 intends to make a single award as a result of this RFP.

12 As you know, the contract resulting from this
13 solicitation will be for a 52 month base period, which
14 includes a four-month implementation period and a four-
15 year base period with two-year operation periods.
16 There are no minimum qualifications for this
17 solicitation.

18 Carefully review Section 2, Contractor
19 Requirements: Scope of Work. As noted, MDH has issued
20 this RFP in order to provide a membership database and
21 subsidy payment management services to include the

1 implementation of a membership database and subsidy
2 payment system and staff sufficient to meet the
3 operational and technical requirements of this RFP.
4 All subsequent documentation regarding this
5 solicitation will be posted to eMaryland Marketplace
6 Advantage, eMMA for short. Please remember that in
7 order to receive a contract award a vendor must be
8 registered on eMMA. Registration is free. Please
9 review Subsection 4.2 for details and the website, as
10 they're available as well.

11 I would like to stress to everyone today that
12 any questions asked during the question-and-answer
13 portion of this meeting be submitted to the Department
14 in writing for clarity purposes. The questions and
15 answers, along with the minutes and other documents, if
16 required, will be posted on eMMA and MDH website as
17 quickly as possible. Carefully review Subsection 4.3,
18 Questions, on page -- I think it's page 30 -- regarding
19 how to submit questions subsequent to this pre-proposal
20 conference. Questions to the Procurement Officer, Dana
21 Dembrow, shall be submitted via

1 mdh.solicitationquestions@maryland.gov. Questions
2 shall also be submitted no later than ten days prior to
3 the Proposal due date. The Procurement Officer, based
4 on availability of time to research and communicate an
5 answer, shall decide whether an answer can be given
6 before the Proposal due date. Given that, please try
7 to submit questions as soon as possible. Again, the
8 contract resulting from this solicitation will be in
9 effect for a 52 month base period, which includes a
10 four-month implementation and a four-year operation
11 period with two-year operation periods beginning about
12 April 1st, 2021 for the implementation and July 1st,
13 2021 to start the contract.

14 Carefully review the quals shown in
15 Subsection 4.23, Payments by Electronic Funds Transfer.
16 By submitting a response to this solicitation, the
17 Offeror agrees to accept payments by electronic funds
18 transfer unless the State Comptroller's Office grants
19 an exemption. Payments by electronic funds transfer is
20 mandatory for contracts exceeding a hundred thousand
21 dollars. This section goes into detail on how to

1 register or request an exemption. The procurement
2 method used for this solicitation is Competitive Sealed
3 Proposals. There are several steps involved in this
4 method, so your attention to the solicitation document
5 is crucial to the successful submission of your
6 Proposal. Again, there are no Offeror minimum
7 qualifications.

8 The Scope of Work, Background and Purpose, is
9 listed in Section 2, Subsection 2.2. This subsection
10 gives an outline of the responsibilities of the
11 contractor. The Scope of Work Requirements listed in
12 Section 2, Subsection 2.3, is the meat of the
13 solicitation that will give you a clear understanding
14 of what the Department expects of the successful
15 Offeror and the provision of services.

16 Offerors are required to submit their
17 response to the RFP in two parts. Section 5, Proposal
18 Format, clearly lists all submission requirements.
19 Again, I want to stress that your proposal shall be
20 submitted in separate volumes. Volume I, Technical
21 Proposal, and Volume II, Financial Proposal. Financial

1 Proposals must be sealed separately. Make sure I don't
2 open a box and see your pricing. Make sure that's
3 sealed, again.

4 Subsection 5.2, Proposals, Volume I,
5 Technical Proposal. List all the documents and
6 information required with your Technical Proposal.
7 Please note there is a 14 percent MBE goal and a one
8 percent VSBE goal for this contract. The following
9 number of Technical Proposals are required: one
10 original unbound copy, four copies, one electronic
11 version -- you can do a CD, DVD, flash drive -- in
12 Microsoft Word format, and a second electronic version
13 in a searchable PDF document in the same format for
14 Public Information Act requests. This copy shall be
15 redacted so that confidential and/or proprietary
16 information has been removed. To simplify the
17 submission, Subsection 5.3, Technical Proposal, shows
18 what documents and information should be included in
19 the Technical Proposal.

20 Section 5.4, Volume II, Financial Proposal.
21 Under a separate sealed cover from the Technical

1 Proposal and clearly identified in the format
2 identified in Section 5.2, Proposals, regarding the
3 Financial Proposal, the Offeror shall submit one
4 original unbound copy, four copies, and one electronic
5 version via CD, DVD, flash drive, et cetera, in
6 Microsoft Word or Excel. The Financial Proposal
7 instructions -- for the purposes of the procurement,
8 the Financial Proposal worksheets are included and
9 formatted in Excel. As previously mentioned, comments
10 and notes regarding the Financial Proposal forms are
11 listed in the RFP -- listed on Attachment A, page 93.

12 The Evaluation Committee, Evaluation
13 Criteria, and Selection Procedures are outlined in
14 Section 6. The proposals will be evaluated by a
15 committee organized for that purpose and will be based
16 on the criteria set forth in the RFP. The technical
17 criteria, listed in descending order of importance, can
18 be found in Subsection 6.2; Financial proposal criteria
19 is listed Subsection 6.3. The Selection Procedures is
20 highlighted in Subsection 6.5. As noted, the contract
21 will be awarded to the responsible Offeror that

1 submitted the Proposal determined to be the most
2 advantageous to the State, considering technical
3 evaluation factors and price factors set forth in the
4 RFP. Documents required upon notice of recommendation
5 for contract award is listed in Section 6.6.

6 Other than composing your Technical and
7 Financial Proposal, the most important matter is to
8 have your Proposal submitted by the date, time, and
9 location listed. Therefore, your Proposals are due no
10 later than November 21st, 2019 at two o'clock p.m. The
11 address is 201 West Preston Street, and that's here,
12 Room 416-D1. You can address it to my attention, Afua
13 Tisdale, and all of that can be found on the Key
14 Information Summary Sheet.

15 Please note we do not accept any late
16 Proposals. One minute late is late. We will not
17 accept it. Please give enough time. You have to check
18 in to security downstairs and you have to give time for
19 parking, 'cause parking is not easy around here, so
20 please give yourself plenty of time. If it takes you
21 30 minutes to get here, leave an hour ahead of time,

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1 just to make sure that your Proposals are here on time.
2 Please address your Proposal package to the same
3 address listed. The three acceptable means of
4 delivering a Proposal are the U.S. Postal Service;
5 hand-delivery by Offeror, ask for a receipt; hand-
6 delivery by commercial courier. Again, you want to
7 make sure you have a receipt. Please remember that
8 after this pre-proposal conference prospective Offerors
9 may have questions answered that may help them
10 understand our RFP. Please keep in mind that the
11 answers to your questions, if they are significant in
12 nature, shall be posted on eMMA and MDH's website, so
13 please allow sufficient time for this to occur.

14 Now, we will hear from Janelle about the MBE
15 and VSBE process.

16 MS. ROBINSON: Good morning. The MDOT-
17 certified MBE Utilization and Fair Solicitations
18 Affidavit, Attachment D-1, must be fully and accurately
19 completed and submitted in Tab O of your Bid or
20 Technical Proposal. Failure to do so will result in
21 your Bid or Proposal being deemed non-responsive.

1 On the D-1 form, you must first acknowledge
2 and express your intention to meet the overall MBE goal
3 established for this solicitation. As no subgoals have
4 been established for this solicitation, do not enter
5 any information regarding the percentages of African
6 American, Hispanic American, Asian American, or Women-
7 owned business in Section 1.

8 The MBE Participation Schedule should include
9 the names of the Minority Business Enterprises that you
10 intend to use to meet the required MBE goal, along with
11 their federal employment identification number, their
12 MDOT MBE certification number, as well as their
13 certification category. Only MDOT MBE certification is
14 acceptable. MBE certification from another entity or
15 jurisdiction will not be accepted. Additionally, the
16 percentage of the total contract value to be provided
17 by the particular MBE should be entered, as well as a
18 specific description of the work that is to be
19 performed by that particular MBE. MBES must be fully
20 certified at the time of your submission -- time of
21 submission of your bid or proposal. MBE contractors

1 may count 50 percent towards the established
2 subcontracting goal. In the summary, you will break
3 down the specific MBE status of the particular MBE
4 subcontractor, and this should be equal to or exceed
5 the MBE goal established for the solicitation.

6 Within ten working days of receiving notice
7 that your firm is the apparent awardee, you must submit
8 your Outreach Efforts Compliance Statement, Attachment
9 D-2, and your Subcontractor Project Participation
10 Certification, Attachment D-3. You may request a
11 waiver of the MBE goal and within ten working days of
12 receiving notice that your firm is apparent awardee,
13 you must submit all waiver documentation, in accordance
14 with COMAR 21.11.03.10. Also, please carefully review
15 the liquidated damages provision in this solicitation
16 regarding compliance with the MBE rules and
17 regulations.

18 The VSBE Utilization and Subcontractor
19 Project Participation Schedule, Attachment E-1, must be
20 fully and accurately and submitted in Tab O of your Bid
21 or Technical Proposal. Failure to do so may result in

1 your Bid or Proposal being deemed non-responsive. On
2 the E-1 form, you must first acknowledge and express
3 your intention to meet the overall VSBE goal percentage
4 established for this solicitation. The VSBE
5 Subcontractor Participation Schedule should include the
6 names of the Veteran-owned business enterprises that
7 you intend to use to meet the VSBE goal, along with
8 their DUNS Number. Only United States Department of
9 Veterans Affairs certification is acceptable. VSBE
10 certification from another entity or jurisdiction will
11 not be accepted.

12 Additionally, the percentage of the total
13 contract value to be provided by the particular VSBE
14 should be entered, as well as a specific description of
15 the work that is to be provided by that VSBE. Within
16 ten working days of receiving notice that your firm is
17 the apparent awardee, you must submit your
18 Subcontractor Project Participation Statement,
19 Attachment E-2. You may request a waiver of the VSBE
20 goal, and within ten working days of receiving notice
21 that your firm is the apparent awardee you must submit

1 all required waiver documentation, in accordance with
2 COMAR 21.11.13.07. In the summary, you will enter the
3 total VSBE participation, and this should be equal to
4 or exceed the VSBE goal established for this
5 solicitation.

6 Does anybody have any questions for me?

7 MS. BOHENKO: Yes.

8 MS. TISDALE: Can you state your name and
9 where you're from please?

10 MS. BOHENKO: Alyson Bohenko, Pool
11 Administrators. And I was just wondering if the
12 subcontractor MBEs and VBEs have to have the same
13 insurance qualifications and (indiscernible)
14 certifications that's required by the Prime Contractor.

15 MS. ROBINSON: No, I think they just -- I
16 guess it depends on the type of work they're doing.
17 Yeah. In terms of subcontracting, you could -- they
18 could subcontract out any part of the contract,
19 printing, you know, the (indiscernible) whatever.

20 MS. BOHENKO: Right.

21 MS. ROBINSON: So as long as they're insured

1 to do the work that they're supposed to do -- that
2 they're subcontracted out, it should be fine, yeah, but
3 if it's like a catering company or office supplies or
4 something like that, obviously, they don't need the
5 same thing.

6 MS. BOHENKO: Okay.

7 MS. TISDALE: And we don't request that form.
8 Afua Tisdale, Contract Officer. Any questions on the
9 procurement process?

10 (No response.)

11 MS. TISDALE: Are there any MBEs or VSBES
12 here today?

13 (Audience members raising hands.)

14 MS. TISDALE: Okay. There you go. Get to
15 know your MBEs and VSBES. I just want to go over a few
16 things about the MBE, and Janelle can back me up, just
17 so I make sure everyone submits the proper forms and
18 it's completed accurately and we don't reject them.
19 There's very little forgiveness on completing the D-1.
20 Has everyone -- is there anyone that has not completed
21 the D-1 form?

1 MS. BOHENKO: I haven't.

2 MS. TISDALE: Okay. I suggest that when
3 completing the form, call for questions, e-mail for
4 questions, because it's easy to be rejected for this
5 and people get it wrong more than half the time
6 sometime, so yeah.

7 MS. ROBINSON: And like Afua said, there's
8 very little room for error, so you put all this work
9 and effort into your Proposal and things like, but the
10 D-1 form is the first one that we look at, so if it's
11 not acceptable, if it's not filled out correctly, if
12 the MBE isn't certified properly, if you don't put --
13 it's very important to put the type of work they do, so
14 we can double check that. If those things aren't
15 filled out correctly, your entire Proposal will be
16 rejected. We won't look at anything else.

17 MS. BOHENKO: Okay. As a -- 'cause we are a
18 certified MBE in the State of Maryland, so to get the
19 50 percent credit as part of our proposal, that part of
20 that, you want the form and you would complete that --

21 MS. ROBINSON: There's a section -- I don't

1 have it in front of me -- I believe it's Section 1 or
2 Section A that's for the Prime Contractor, and there's
3 a place, if you're an MBE contractor you put in all
4 that information, what you're going to be doing as part
5 of the contract and how much of the goal you're going
6 to be doing.

7 MS. BOHENKO: Thank you.

8 MS. ROBINSON: Can you state your name?

9 MR. SANDERS: Greg Sanders, Pool
10 Administrators. So you mentioned that they have to be
11 fully certified. Is there a place where that
12 designation -- we could research that or we -- or do we
13 take the word of the vendor that they --

14 MS. ROBINSON: No, you don't want to take
15 their word for it. No offense, but --

16 MR. SANDERS: (Indiscernible due to cross-
17 talk.)

18 MS. ROBINSON: MDOT is the -- so MDOT.gov --
19 I couldn't tell you the -- just I would google "MDOT
20 MBE certification," and it's a whole -- you can search
21 by the firm name; you can search by the type of work

1 they do; you can search by their certification number.
2 It's a very big -- full database.

3 MR. SANDERS: Is there also one for the VSBE?

4 MS. ROBINSON: Yes. It is run by the
5 Department of Veterans Affairs, and they've recently
6 changed it, so I don't remember it off the top of my
7 head, but if you just google "Department of Veterans
8 Affairs VSBE certification," that should come up pretty
9 quickly, and just again firm name, their certification
10 number, things like that, what their -- what's the work
11 you're looking for. It's a pretty full database.

12 MR. SANDERS: Thank you.

13 MS. ROBINSON: You have any other questions
14 for me?

15 (No response.)

16 MS. TISDALE: One other thing to add, any
17 MBEs that's going to be bidding as a Prime, you will
18 need another MBE. You only can claim up to 50 percent.
19 We reject them all the time, because they claim a
20 hundred percent. You will need another MBE.

21 MS. ROBINSON: And with the VSBE. You cannot

1 be both.

2 MS. TISDALE: Yes.

3 MS. ROBINSON: If you are a certified MBE and
4 a certified VSBE, pick one.

5 MS. BOHENKO: Okay. Last question. On
6 Attachment D in the RFP, it says the goal is 15
7 percent.

8 MS. TISDALE: I just noticed that. I'm going
9 to do an amendment and change that to 14.

10 MS. BOHENKO: Thank you.

11 MS. TISDALE: Anything else?

12 (No response.)

13 MS. TISDALE: Okay. Sean.

14 MR. STAFFORD: Hi. My name is Sean Stafford.
15 I'm the Director of the Senior Prescription Drug
16 Assistance Program or the SPDAP, and I will also be the
17 Contract Monitor for the contract resulting from the
18 RFP. Thanks for coming to the meeting.

19 The scope of work for the SPDAP
20 Administrative Services RFP is comprised of the
21 following sections. Section 2 is the Scope of Work.

1 It lists all the requirements for this RFP. 2.1 is the
2 Summary Statement. It provides a general background
3 and the strategic objectives of the procurement. It
4 also identifies all the major functional areas of the
5 SPDAP contract. Section 2.2 is Purpose and Background.
6 It provides an overview of the Maryland Department of
7 Health and the SPDAP and background on the major areas
8 of responsibility for the proposed member database --
9 Membership Database and Subsidy Payment System, the
10 MDSPS to be developed under this RFP. The section also
11 provides summary information for each of the major
12 SPDAP functional areas identified in Section 2.1.

13 Section 2.3 are the General Requirements,
14 which are organized into the following. Section 2.3.1
15 is the SPDAP MDSPS implementation. That's the
16 implementation of the database in the system, and it
17 consists of all the activities and requirements
18 necessary to validate the contractual requirements to
19 design a system or set of systems to meet the
20 contractual requirements. And the following are some
21 of the major subsections of the system implementation

1 requirements. 2.3.1.8 would be the MDSPS
2 Implementation Project Management Plan. It describes
3 the requirements associated with how the project will
4 be planned, executed, monitored, controlled, and
5 closed. 2.3.1.12 is the SPDAP User Manual. It gives
6 you the deliverables that include the SPDAP User
7 Manual. These manuals shall be utilized to perform all
8 training during the life of the contract.

9 Section 2.3.1.13 is the Implementation
10 Training Requirements. It provides requirements for
11 the training prior to the go live date of the system.
12 These requirements include the types of training and
13 the anticipated audience to be trained.

14 Section 2.3.1.14 are the Site Requirements.
15 It provides the requirements for the Contractor's main
16 site. That Contractor may leverage any facilities
17 already owned.

18 Section 2.3.2 is the SPDAP Operations and
19 Maintenance. It consists of all the activities and
20 requirements during the base operating period and any
21 SPDAP scope of work -- oh, I'm sorry -- and any

1 possible contract options.

2 The following are the major subsections of
3 the Operations and Maintenance requirements: Section
4 2.3.2.1, which is the Operations Management and Systems
5 Maintenance; Section 2.3.2.2, the Systems Maintenance
6 and Support; Section 2.3.2.3, the SPDAP Operations
7 Manual; Section 2.3.2.4, Reporting Requirements;
8 Section 2.3.2.5, Operational Training Requirements; and
9 Section 2.3.2.6, which is the Membership Database and
10 Subsidy Payment System, which, basically, it's the
11 heart of the RFP, what you'd be doing. And that
12 consists of Section 2.3.2.6.4.1 which is the
13 Application Processing; Section 2.3.2.6.4.2, which is
14 the Membership Database and Document Management;
15 Section 2.3.2.6.4.3, which is the SPDAP Medicare Part D
16 Premium Subsidy; and Section 2.3.2.6.4.4 is the
17 Financial Tracking and Reporting requirements. Section
18 2.3.2.7 is the Call Center Requirements, and Section
19 2.3.2.8 are the Web Portal Requirements. Section 2.3.3
20 are the Staffing Requirements and provides the staffing
21 requirements for the two key and other critical

1 personnel, such as the Call Center personnel. Section
2 2.3.4 is the Monthly Pricing, and that's comprised of
3 Section 2.3.4.1, which is the SPDAP Administrative Fees
4 charged by the Contractor for the administration of the
5 SPDAP. It's how you get paid. Section 2.3.4.1.1 is
6 the Applications Processed Fee. Section 2.3.4.1.2 is
7 the Application Fulfillment Packets Processed Fee.
8 Section 2.3.4.1.3 is the SPDAP Active Lives
9 Administrative Fee or the PMPM. Section 2.3.4.2 are
10 the Pass-through Fees and Costs. Section 2.3.4.3 are
11 Transition Period Startup Costs.

12 Section 2.4 is the Deliverables, which is the
13 deliverables section which lists the deliverables
14 associated with this RFP. All of the deliverables link
15 back to the respective requirements in Section 2.3, so
16 when you're going through the RFP and you see a
17 deliverable, it'll have something where you can just
18 click and it'll take you back to that section so that
19 you can look at it and understand it a little further.

20 Optional -- Section 2.5 is the Optional
21 Services, which provides the optional services that may

1 be initiated by the Contract Manager throughout the
2 term of the contract. Section 2.6 is the Contractor-
3 Supplied Hardware, Software, and Materials. And it's a
4 requirement that the vendor is responsible for
5 complying with all the applicable laws, regulations,
6 policies, standards, and guidelines affecting
7 information technology projects.

8 Section 2.7 is the Required Project Policies,
9 Guidelines, and Methodologies. It's a requirement that
10 the vendor is responsible for complying with all -- oh,
11 I'm sorry. I think I got the wrong section -- copied
12 that again. Section 2.8 is the Product Requirements.
13 These are the requirements for the software used in the
14 development of the MDSPS and the maintenance and
15 support of the system; also a requirement for
16 performing backups of the web application and database
17 servers on a regular basis. And Section 2.9 are the
18 Service Level Agreements. This section lists the
19 Service Level Agreements associated with this RFP. The
20 Service Level Agreements also link back to the
21 respective requirements in Section 2.3 to help you

1 understand it better. At this point, if anyone has any
2 questions concerning the scope of work in the RFP, I'd
3 be happy to answer if I can.

4 MS. TISDALE: Any questions? And if you have
5 a question, please state your name and where you're
6 from.

7 MS. BOHENKO: I have one. I'm Alyson Bohenko
8 from Pool Administrators. On the pricing schedule,
9 there's no -- I don't know where it was, but when you
10 went through the pricing categories, there was not one
11 that addressed the coverage gap subsidy processing that
12 I noticed in 2.3.4.

13 MR. STAFFORD: Yes. The -- as of 20 --
14 calendar year 2020, the federal government considers
15 the coverage gap to be eliminated, so --

16 MS. BOHENKO: Okay. Because SLAs are in here
17 relating to that work, but there -- so there's
18 reference --

19 MR. STAFFORD: Well, I'll have to look at
20 them, and if they are, they'll be taken out. That was
21 a late change, because we decided that -- the

1 Department decided that at this point we were going to
2 be receiving funding for the coverage gap subsidy, so
3 it will not be offered within this RFP.

4 MS. BOHENKO: Okay.

5 MR. STAFFORD: At a further date, if the
6 Department does decide that they wish to offer
7 something like that, then that would be something that
8 a change order would be required and negotiated with
9 the winning bidder.

10 MS. BOHENKO: Okay. Thank you.

11 MS. TISDALE: Yes, sir.

12 MR. FAKEYE: Moyo with PMS. In the RFP, it
13 talked about training, so I had a couple questions
14 about that. For the training, are you envisioning a
15 more (indiscernible) training more of a training
16 trainer training approach where you train a couple of
17 subsidized experts on your team and they kind of take
18 on the training or its more all staff that makes it?

19 MR. STAFFORD: The staffing part, again, this
20 is going to be -- right now we have a Project Manager
21 and a Call Center Manager and they have people who work

1 the Call Center and also do the document management and
2 so forth. Now, the company, itself, would also provide
3 its financial reporting and so on, so the training in
4 that sense would be developed by the Contractor and it
5 would be on a much smaller scale.

6 MR. FAKEYE: All right. Thank you.

7 MS. TISDALE: Anymore questions?

8 MS. LONGO: Yes. For the Call Center --

9 MS. TISDALE: Your name?

10 MS. LONGO: Kim Longo, PAI. The Call Center
11 performance standards that are in the RFP now seem a
12 little hard to meet, from experience. Would you
13 consider changing that to industry standards, either
14 like an 80/20 or anything like current content?

15 MR. STAFFORD: I can get back to you, but
16 I'll check on what we have in the RFP and I'll check on
17 whether there is something as far as industry standards
18 or if it's something which -- I don't -- I'm not quite
19 sure whether it's something you reply back to
20 requesting that, but I can get back to you on that.

21 MS. LONGO: And then one question.

1 MR. STAFFORD: Sure. Uh-huh.

2 MS. LONGO: The web portal, are we just going
3 to -- are you going to just have static information or
4 is there going to be any sort of other access that
5 we're looking for, either for the plans participating
6 in the program or is just going to be static
7 information?

8 MR. STAFFORD: I think it's going to be
9 static information, yeah, uh-huh, yeah. Yeah. And I
10 don't think there are any plans to have an application
11 that would be able to be filled out online or anything
12 like that. It would just be static information. Yes.

13 MS. DING: Yes. Chunlei from Celerens. I
14 have a question about 2.8, the Product Requirements.
15 Number A, it says that Offerors may propose open source
16 software. So what kind of software are you currently
17 using now?

18 MR. STAFFORD: The software currently being
19 used is the -- and I'll get back to you, just to be
20 sure, but it was developed by the current vendor.

21 MS. DING: But it's open source software

1 currently?

2 MR. STAFFORD: I can get back to you on that.

3 MS. TISDALE: Yes, sir.

4 MR. UPADHYAY: Ashish from Candent Solutions.

5 So with the current contractor, do they (indiscernible)
6 because they have the advantage, you know, on the
7 transition period start-up costs, if the award to goes
8 to the current contractor, because usually there won't
9 be any (indiscernible) -- there's a fixed amount that I
10 saw --

11 MR. STAFFORD: Correct. Right. Yeah. And
12 -- well, the incumbent -- and any incumbent is going to
13 have an inherent advantage, so --

14 MR. UPADHYAY: So the current contractor
15 would have the advantage for any incoming
16 (indiscernible)?

17 MR. STAFFORD: It would depend. If the
18 current vendor is in a position where they would have
19 to rehaul their system to meet some of the requirements
20 that we have in the RFP, then that advantage would not
21 be as great, but the current -- as with any inherent

1 incumbent -- any incumbent, there's in inherent
2 advantage.

3 MR. UPADHYAY: All right. Thank you.

4 MS. TISDALE: I just want to remind everyone
5 to please submit your questions again in writing to
6 just -- the MDH solicitation questions e-mail that I
7 stated earlier. Thank you. Any other questions?

8 (No response.)

9 MS. TISDALE: None? Okay. If you think of
10 any other questions, please again submit them ten days
11 prior to the Proposal due date. I want to thank each
12 and every one of you for taking the time out to appear
13 at the pre-proposal conference. We really appreciate
14 your efforts that you've taken. Again, any questions,
15 please e-mail us. I do take questions on eMMA too, if
16 you want to shoot me a question on eMMA. All right.
17 Thank you. Please leave a business card if you one.
18 And make sure everyone has signed in.

19 (Whereupon, at 10:45 a.m., the pre-proposal
20 conference was concluded.)

21 .

CERTIFICATE OF NOTARY

I, Deborah B. Gauthier, Notary Public, before whom the foregoing pre-proposal conference was held, do hereby certify that said pre-proposal conference is a true record of the proceedings; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the pre-proposal conference was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

Deborah B. Gauthier

DEBORAH B. GAUTHIER,
Notary Public in and for the
State of Maryland

My Commission Expires: October 17, 2023

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